

Volunteer & Bingo Program FAQ

Volunteer & Bingo Contracts

Q: What's the difference between the volunteer contract and the bingo contract?

A: These are separate commitments. Each contract outlines different roles and hours that must be fulfilled. The bingo program supports the program by raising funds for the artistic staff contracts. We also need volunteers' time and skills to support our performers in various ways, including rehearsal support, wardrobe, fundraising, stage crew, sets, backstage volunteers, and more. Both the volunteer and bingo programs help keep tuition fees affordable for all.

Q: Where can I find the volunteer contract and list of roles?

A: You can view and download the Volunteer Contract [here](#). A list of volunteer roles is [here](#). Volunteers may need to volunteer in multiple different roles to complete the contract commitment.

Getting Started as a Volunteer

Q: How do I sign up to volunteer?

A: Sign up through **Choir Genius (CG)** when opportunities are posted. The parent Volunteer coordinator for your division will post rehearsal support (check-in/admin volunteer and chaperones) and other volunteer roles as needed. They will email the division once these are available to sign up for.

****Please note that not all roles require signing up for through CG. There are many volunteer opportunities wherein you can be part of a department team or committee, such as: wardrobe, sets team, props team, stage crew, fundraising committees, HEARTS OUT committee, Silent Auction team, Music library, and other opportunities done outside of the building. Talk to your division's volunteer coordinator or the YSC volunteer manager if you're interested in these roles.**

Q: What if I'm not sure which role suits me?

A: No problem! Contact your Division's Volunteer Coordinator or the Volunteer Manager. We're happy to help you find a fit that matches your interests and availability.

Tracking Volunteer Hours

Q: How do I track my volunteer hours?

A: Use any of the following methods:

- When volunteering at APAC, volunteers must sign in and out at all times. This is for your safety and is also used to track the hours.
- When volunteering off-site, submit your hours through the Volunteer Report Form ^{**} include link^{**}. Please submit as soon as possible after the volunteer task is completed

Q: Who tracks the hours?

A: The Volunteer Manager tallies hours, but we recommend keeping your log to ensure accuracy.

Time Commitment & Expectations

Q: How many hours do I need to complete?

A: This varies by division as per the [volunteer contract](#), but a good tip is to **budget around 6 hours per month**.

Q: What happens if I don't complete my hours?

A: If hours aren't completed, the buyout clause will apply (details are in your contract). You will be charged a buyout fee for the remainder of the incomplete volunteer hours. Please reach out if you're having trouble finding opportunities ahead of time (contracts are from July 1-June 30).

Q: Can I buy out my hours instead of volunteering and completing my required bingos?

A: Yes, there is a buyout option for both the volunteer contract and the bingo contract. Contact the YSC office and/or volunteer manager for more information.

Who Can Volunteer?

Q: Can someone volunteer on behalf of my child?

A: Yes! Friends or family can volunteer in your place. However, some roles require a **police check**, so please inform the Volunteer Manager and your coordinator ahead of time.

Security Screening

Q: When are a police check and a vulnerable sector check required?

A: Roles that involve direct contact with youth (e.g., backstage, rehearsal support, wardrobe, hospitality, council members, tour assistants, backstage volunteers, etc.) require a valid police check. Police checks are considered valid for 3 years from the date of issue. If you have a valid police check already, please email a copy to the volunteer manager at volunteer@youthsingers.org.

Q: How do I get a police check and a vulnerable sector check?

A: Let the VM know that you need one completed so your name and contact information can be submitted to receive a police check voucher and get your cost covered (Calgary residents). Once you receive the results of your police check, share a copy in person or by email to the volunteer manager at volunteer@youthsingers.org.

Useful Links

- [Volunteer Contract](#) & [Roles List](#)
- [Volunteer Report Form](#) (Submit Hours Here)

Need help? Reach out to your Division Volunteer Coordinator or the Volunteer Manager at any time. We're here to support you every step of the way!

Bingo Contract

Q: Where can I find the Bingo Contract?

A: You can view and download the Bingo Contract [here](#). It outlines your obligations, location options, and key expectations.

Bingo Locations & Sign-Up Info

Q: Where do bingos take place?

A: We have two locations:

- **Bingo Barn** - 1107 33 St NE
- **Five Star Bingo** - 4980 25th St SE

Q: How does sign-up work for both locations?

A: Both Five Star and Bingo Barn locations **on a first-come, first-served basis**. If the sign-up is full, we encourage volunteers to put their name on the waitlist, as there is a good chance of being moved up. Credit workers (those who completed their required bingos) may be moved to the **waitlist** to prioritize contract workers. Signing up early is strongly recommended.

Q: What if all spots are full?

A: You can still sign up on the waitlist. If you're on the waitlist, please ensure you're available to work up to the start time of the bingo. If your schedule changes and you can no longer work the date you are waitlisted for, please remove your name.

Cancellations & Policies

Q: How do I cancel my bingo shift?

A: If your availability changes, please remove yourself from the sign-up as soon as possible. You may remove yourself from the sign-up up to 5 days before the scheduled bingo. If it is less than 5 days before the scheduled bingo, please contact the appropriate Bingo Chair as soon as possible.

- Five Star - Marge Rusnak at 587-891-8518
- Bingo Barn - Tracey Abbott at 403-827-9742

Please be considerate of our volunteer bingo chairs; last-minute cancellations should be for emergencies and illness only. **We must have all of our volunteers present; YSC will receive penalties in the form of demerits if we are not able to have enough volunteers.**

There is a \$200 penalty for missed bingos.

What to Expect at a Bingo Shift

Q: I've never volunteered at a bingo; what should I expect?

A: We are grateful for our partnership with these bingo halls and aim to continue a great relationship with them. YSC can receive penalties if our volunteers do not follow their rules. Our volunteers are expected to follow these guidelines:

- Arrive on time for your shift and bring a great attitude
- Expect to be on your feet and moving, so wear comfortable shoes
- Sign in when you arrive and assign your shift to a singer
- A Bingo Chair/Captain will guide you through your duties on-site
- Volunteers must stay until the end of the shift unless instructed to do so by the bingo chair.

Eligibility & Hours

Q: Who can work a bingo?

A: Anyone **18 years or older** can work on behalf of your singer.

Q: Does bingo work count toward volunteer hours?

A: **NO**, bingos are separate from your volunteer contract and do not count toward your regular volunteer hours.

Signup Genius (SUG) Email Issues

Q: I'm not receiving bingo sign-up confirmation or reminder emails from SUG. What should I do?

A: Sometimes email providers mark messages from **info@signupgenius.com** as spam. Ask your email provider to allow messages from this address or check your spam/junk folder. You can also check your Junk Mailbox, emails come from either info@signupgenius.com or support@signupgenius.com. YSC has no control over individual email providers' spam settings. Alternatively, you can also add these dates to your personal calendars and set your reminders if this is an issue with your email provider.

Q. What happens if I don't complete all my bingos

A. There is a buyout option (details are in your contract), and you will be charged a buyout fee for the remainder of the incomplete bingos at the end of the season.

Credit Worker Info

Q: What is a credit worker?

A: Once you have completed your required number of bingos for your division as outlined in your bingo contract, you may sign up for additional bingos as a credit worker. These extra

shifts earn credits (\$40 for single and \$80 for double bingos) toward your singer's tuition fees or tour. **Note:** Credit workers are not guaranteed spots at every bingo and may be bumped to the waitlist to prioritize contract workers.

Bingo Credit Pickup & Use

Q: How do I receive bingo credits?

A: Credits can be picked up at the YSC Office during office hours of 9 am-5 pm Monday-Friday or from the Volunteer Manager on rehearsal nights.

Q: How do I use bingo credits?

A: Simply initial the back of the credit and return it to the **YSC Office or Volunteer Manager** to apply to your account.